



# 511 Performance Monitoring Data Summaries January 2008

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Drives performed on Thursday, March 13, 2008

Prepared for:  
Metropolitan Transportation Commission



Prepared by:



Kimley-Horn  
and Associates, Inc.

January 2008  
191145014

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SOP Compliance - Incident Post Audit	Post-Audit

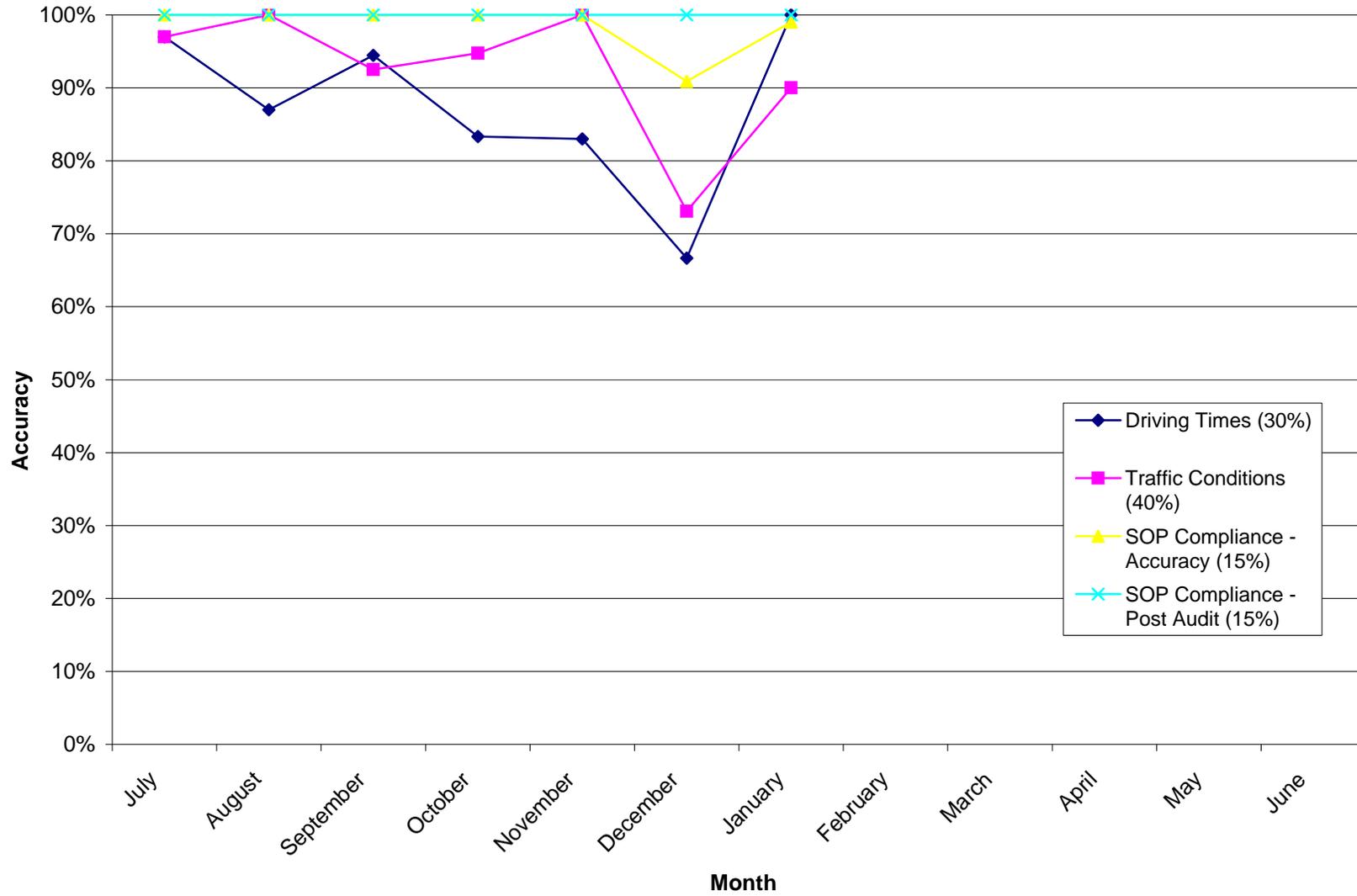
**Summaries**

Month	System Reliability - Hours Unavailable each month (60%)	System Accuracy (40%)			
		Driving Times (30%)	Traffic Conditions (40%)	SOP Comp. Accuracy (15%)	SOP Comp. Post-Audit (15%)
July	1:40	97%	97%	100%	100%
August	2:34	87%	100%	100%	100%
September	2:10	94%	93%	100%	100%
October	2:35	83%	95%	100%	100%
November	2:05	83%	100%	100%	100%
December	2:44	67%	73%	91%	100%
January	2:46	100%	90%	99%	100%
February					
March					
April					
May					
June					
Year-to-Date	16:34	78%	93%	97%	100%

**NOTES:**

- Percent in parenthesis represents weighting factor.
- Monthly performance values are intended for tracking purposes only. Total Award Fee is calculated based on the cumulative value for the entire 12-month period.

### System Accuracy (40%)



## System Availability

Criteria	Hours Unavailable
1. System availability (0-45 hours unavailable - \$0 loss) (Over 45 to 90 hours unavailable - linear pro-rated adjustment based on hours if $45 < X < 90$ ) (90 hours and over unavailable - Zero Award Fee)	16:34

Criteria: If a major failure occurs during a non-holiday, weekday peak period (defined as 6:00 AM 9:00 AM or 3:00 PM - 7:00 PM) or during six (6) designated weekends defined by MTC two weeks in advance, then the total failure time during these designated times will be multiplied by two (2).

*Data Source: System Reliability Database*

**System Accuracy**

	<b>Actual Accuracy</b>	<b>Weighting Factor</b>
1. 511 Driving Times	100.0%	30%
2. Traffic Conditions	90.0%	40%
3. TIC SOP Compliance - Incident Accuracy	99.0%	15%
4. TIC SOP Compliance - Post-Audit	100.0%	15%

## Driving Times

Sample No.	Ave. 511 Driving	Ave. Web Driving	Ground Truth	Accuracy	Within Limits?*
1	28	28	27	96.3%	Y
2	42	42	39	92.3%	Y
6	12	12	12	100.0%	Y
10	12	12	12	100.0%	Y
11	13	13	12	87.0%	Y
15	30	30	28	92.9%	Y
19	18	18	17	94.1%	Y
20	30	29	29	96.5%	Y
24	30	29	29	96.5%	Y
28	13	13	12	87.0%	Y
29	29	29	28	96.4%	Y
33	17	17	17	97.0%	Y
37	17	17	16	93.8%	Y
38	32	32	32	100.0%	Y
42	16	16	16	100.0%	Y
46	14	13	12	87.5%	Y
47	34	34	32	93.8%	Y
51	21	21	20	95.0%	Y

\* Limit is defined as within 20 percent OR 3 minutes.

<b>Percent Within Limit</b>
<b>100.0%</b>

# Driving Times Map

511.org -- Traffic: Traffic Map with Driving Times - Microsoft Internet Explorer provided by Kimley-Horn

Address: [http://traffic.511.org/traffic\\_map.asp](http://traffic.511.org/traffic_map.asp)

**511 TRAFFIC** On the phone. 511 On the web. 511.org On your way.

TRANSIT TRAFFIC RIDESHARE BICYCLING 511 HOME LINKS

Traffic Map with Driving Times  
 511 Driving Times<sup>SM</sup> (text version)  
 Traffic Information (text version)  
 Breaking News & Construction  
 Predict-a-Trip<sup>SM</sup>  
 FasTrak<sup>SM</sup>  
 511 Driving Times<sup>SM</sup> Coverage  
 Carpool Lanes and Lots  
 Bay Bridge Seismic Retrofit Project  
 Local Traffic Information  
 Traffic Partners  
 MY 511<sup>SM</sup> (test site)

**FEATURES & TOOLS**

Map Refresh Rate: 3 min.

Need help? Visit the [User Guide/FAQ](#).

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[Bookmark this page](#)

**Traffic Congestion**

- No congestion
- Moderate
- Heavy
- Stop and go
- Closed
- No data

Standard Colors

**Driving Times**  
 Last refreshed: 2/22/2008 11:28 a.m.  
**From:** I-580 E & I-680 N (Pleasanton)  
**To:** I-680 N & I-280 S (San Jose)  
**Trip A: 29 min.** (29.8 mi.)  
[More details on the trip\(s\)...](#)  
 To look up driving times for a new route, click on the Driving Times tool again.  
[Close driving time results and display traffic data.](#)  
 Don't forget to call 511 to get driving times when you're not at your computer!

**Show/Hide**

- Incidents
- Construction
- Events
- Cameras
- Traffic
- Base Map

Map: -121.75117, 37.36527 -- Image: 640, 437 -- ScaleFactor: 0.000959

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Driving Times Map - 680 & 580 to 680 & Mission

511.org -- Traffic: Traffic Map with Driving Times - Microsoft Internet Explorer provided by Kimley-Horn

Address: http://traffic.511.org/traffic\_map.asp

**511** TRAFFIC On the phone. 511 On the web. 511.org On your way.

SF Bay Area TRANSIT TRAFFIC RIDESHARE BICYCLING 511 HOME LINKS

Overview

Map Refresh Rate: never

Need help? Visit the User Guide/FAQ.

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**FEATURES & TOOLS**

Map: -121.93513, 37.62496 -- Image: 444, 304 -- ScaleFactor: 0.000392

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Last refreshed: 2/25/2008 12:31 p.m. **Driving Times**

**From:** I-580 E & I-680 N (Pleasanton)  
**To:** I-680 N & MISSION BLVD (Fremont)

**Trip A: 16 min.** (17.4 mi.)

More details on the trip(s)...

To look up driving times for a new route, click on the Driving Times tool again.

Close driving time results and display traffic data.

Don't forget to call 511 to get driving times when you're not at your computer!

**Show/Hide**

- Incidents
- Construction
- Events
- Cameras
- Traffic
- Base Map

0 4mi

Traffic Congestion

- No congestion
- Moderate
- Heavy
- Stop and go
- Closed
- No data

Standard Colors

Driving Times Map - 680 & Mission to 680 & 281

**511.org** -- Traffic: Traffic Map with Driving Times - Microsoft Internet Explorer provided by Kimley-Horn

Address: [http://traffic.511.org/traffic\\_map.asp](http://traffic.511.org/traffic_map.asp)

**TRAFFIC** On the phone. 511 On the web. 511.org On your way.

TRANSIT | TRAFFIC | RIDESHARE | BICYCLING | 511 HOME | LINKS

Overview  
 From: I-680 N & MISSION BLVD (Fremont)  
 To: I-680 N & I-280 S (San Jose)  
**Trip A: 11 min.** (12.4 mi)  
[More details on the trip\(s\)...](#)  
 To look up driving times for a new route, click on the Driving Times tool again.  
[Close driving time results and display traffic data.](#)  
 Don't forget to call 511 to get driving times when you're not at your computer!

**FEATURES & TOOLS**

Map Refresh Rate: never

Need help? Visit the [User Guide/FAQ](#).

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**Traffic Congestion**

- No congestion
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**Show/Hide**

- Incidents
- Construction
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511 DRIVING TIMES

Endpoints	Distance (miles)
I-580/I-680 Interchange	8.6
I-680/SR 84 Interchange	8.8
I-680/Mission Blvd. Interchange	6.2
I-680/Montague Exwy.	6.2
I-680/I-280 Interchange	
<b>Total = 29.8</b>	

Call office after each segment to give phone times for comparison

Sample No.	Date	Day	Route	CHECKED WHEN PROBE VEHICLE AT I-680 And	Passenger Verbiage		Stopwatch Time	Beginning			During			End			Ave. Phone Driving Time	Ave. Web Driving Time	Ground Truth Driving Time	Accuracy	Within Limits?*	Distance (mi)	Actual Speed (average MPH over segment)
					From	To		Time	511 (min)	Web (min)	Time	511 (min)	Web (min)	Time	511 (min)	Web (min)							
1			680 South	I-580	Dublin	680 and Mission	0	7:46	28	28					28	28	27	96.3%	Y	17.4	39		
2				I-580	Dublin	680 and 280	0	7:45	40	40					42	42	39	92.3%	Y	29.8	46		
3				SR 84	Dublin	680 and Mission	18				8:02	27	27										
4				Mission Blvd.	Dublin	680 and Mission	27							8:11	28	28							
5				Mission Blvd.	Dublin	680 and 280	27				8:12	40	40										
6				Mission Blvd.	680 and Mission	680 and 280	27	8:12	12	12					12	12	12	100.0%	Y	12.4	62		
7				Montague Exwy.	680 and Mission	680 and 280	33				8:17	12	12										
8				I-280	Dublin	680 and 280	39							8:24	45	46							
9				I-280	680 and Mission	680 and 280	39							8:24	12	12							
10			680 North	I-280	680 and 280	680 and Mission	0	7:12	13	13					13	13	12	87.0%	Y	12.4	65		
11				I-280	680 and 280	Dublin	0	7:12	30	30					30	30	28	92.9%	Y	29.8	64		
12				Montague Exwy.	680 and 280	680 and Mission	6				7:18	13	13										
13				Mission Blvd.	680 and 280	680 and Mission	11.5							7:23	13	13							
14				Mission Blvd.	680 and 280	Dublin	11.5				7:23	30	30										
15				Mission Blvd.	680 and Mission	Dublin	11.5	7:23	17	17					18	16	17	93.9%	Y	17.4	63		
16				SR 84	680 and Mission	Dublin	20				7:31	18	18										
17				I-580	680 and 280	Dublin	28							7:39	31	31							
18				I-580	680 and Mission	Dublin	28							7:39	18	14							

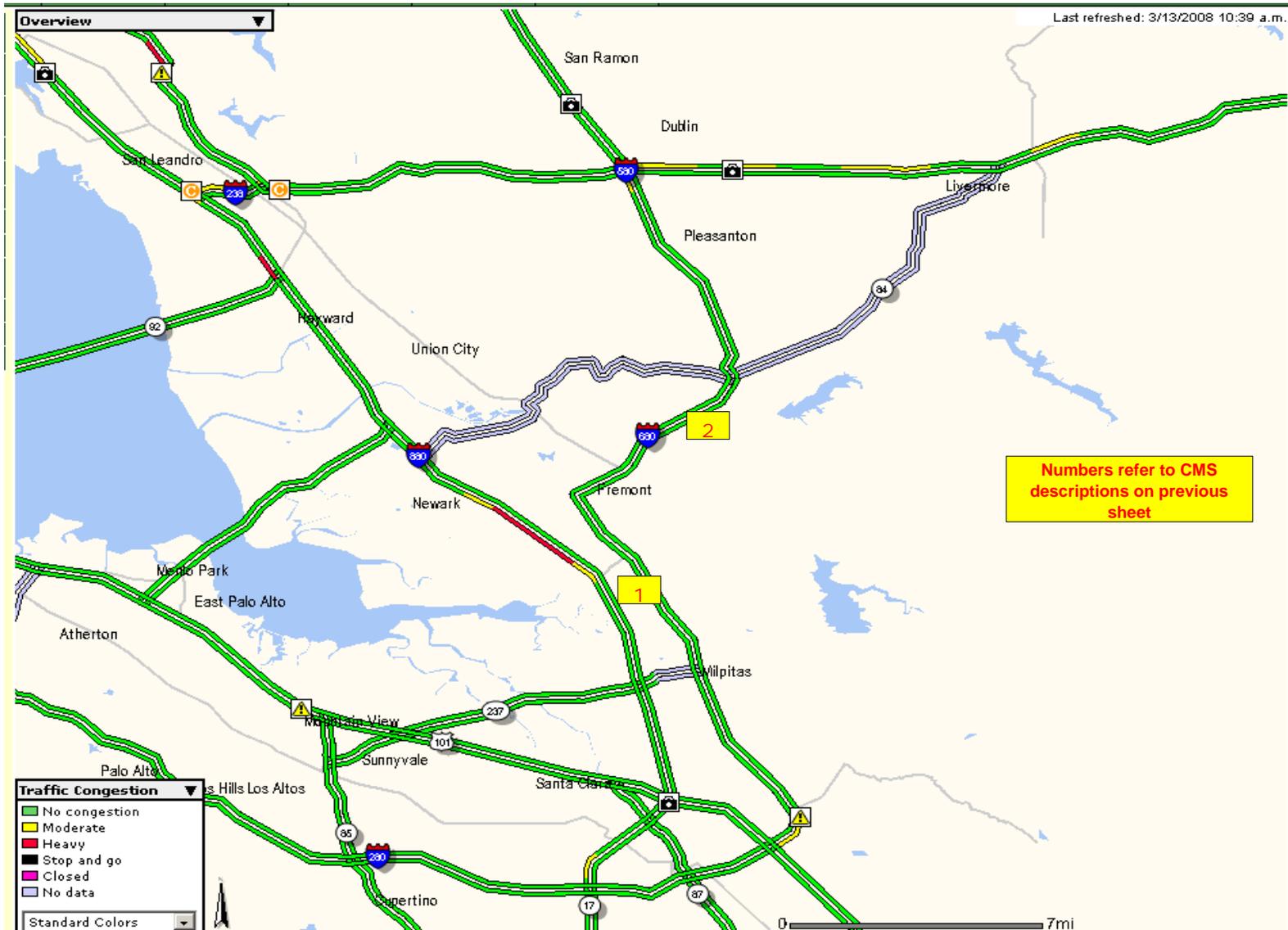


511 DRIVING TIMES

Endpoints	Distance (miles)
I-580/I-680 Interchange	8.6
I-680/SR 84 Interchange	8.8
I-680/Mission Blvd. Interchange	6.2
I-680/Montague Exwy.	6.2
I-680/I-280 Interchange	Total = 29.8

Sample No.	Date	Day	Route	CHECKED WHEN PROBE VEHICLE AT I-680 And	Passenger Verbiage		Stopwatch Time	Call office after each segment to give phone times for comparison									Ave. Phone Driving Time	Ave. Web Driving Time	Ground Truth Driving Time	Accuracy	Within Limits?*	Distance (mi)	Actual Speed	
								Beginning			During			End										
								Time	511 (min)	Web (min)	Time	511 (min)	Web (min)	Time	511 (min)	Web (min)								
37			680 South	I-580	Dublin	680 and Mission	0	4:58	17	17												17.4	65	
38				I-580	Dublin	680 and 280	0	4:58	31	31												29.8	56	
39				SR 84	Dublin	680 and Mission	8				5:06	17	17											
40				Mission Blvd.	Dublin	680 and Mission	16							5:15	17	17								
41				Mission Blvd.	Dublin	680 and 280	16				5:15	32	32											
42				Mission Blvd.	680 and Mission	680 and 280	16	5:15	16	15					16	16	16	100.0%	Y			12.4	47	
43				Montague Exwy.	680 and Mission	680 and 280	22				5:21	16	16											
44				I-280	Dublin	680 and 280	32							5:30	34	34								
45				I-280	680 and Mission	680 and 280	32							5:30	17	17								
46			680 North	I-280	680 and 280	680 and Mission	0	5:35	13	13					14	13	12	87.5%	Y			12.4	62	
47				I-280	680 and 280	Dublin	0	5:35	35	35					34	34	32	93.8%	Y			29.8	56	
48				Montague Exwy.	680 and 280	680 and Mission	6				5:41	14	14											
49				Mission Blvd.	680 and 280	680 and Mission	12							5:50	14	13								
50				Mission Blvd.	680 and 280	Dublin	12				5:50	34	34											
51				Mission Blvd.	680 and Mission	Dublin	12	5:50	21	21					21	21	20	95.0%	Y			17.4	52	
52				SR 84	680 and Mission	Dublin	24				6:01	21	21											
53				I-580	680 and 280	Dublin	32							6:08	33	33								

CMS Map



LOCATION on map	LOCATION in field	DIRECTION	DESTINATION 1 Description	DESTINATION 1 Time on CMS	DESTINATION 2 Description	DESTINATION 2 Time on CMS	DESTINATION 3 Description	DESTINATION 3 Time on CMS	TIME VEHICLE PASSES CMS	TIME DESTINATION 1 REACHED	GROUND TRUTH TIME 1	% Difference Ground Truth to CMS	TIME DESTINATION 2 REACHED	GROUND TRUTH TIME 2	% Difference Ground Truth to CMS	TIME DESTINATION 3 REACHED	GROUND TRUTH TIME 3	% Difference Ground Truth to CMS	NOTES
1	Milpitas	SB	Blank						8:15AM										
2	Sunol	NB	Blank						7:30AM										
1	Milpitas	SB	Blank						12:20PM										
2	Sunol	NB	Blank						12:52PM										
1	Milpitas	NB	Blank						5:20PM										
2	Sunol	SB	Blank						6:01PM										

Numbers refer to CMS Map on previous sheet.

**Traffic Conditions**

Note: These samples are the same used to calculate the 511 Driving Times accuracy.

Sample No.	Date	Day	Time	Direction	Description	Incident Ground Truth Existence?	Ground Truth Speed	Incident Heard on 511 PHONE?	Time Heard on 511 PHONE	Is Information the same?	Web description (pls cut/paste from web)	Time Checked on 511 WEB	Is Information the same?
1	03/13/08	TH	7:45 AM	680 SB	Slowdown from 580/680 Interchange to Sunol Exit	Y	0-30mph	Slowdown from 580 to Pleasanton/Sunol, 0-30 mph	7:45 AM	Y	Slowdown 680/580 to 680/84, speeds 20-30mph	7:46 AM	Y
2	03/13/08	TH	7:45 AM	680 SB	Slowdown	Y	40+	Slowdown from Valetitos to 84E, 30-35 mph	7:45 AM	N	Slowdown 680/580 to 680/84, speeds 20-30mph	7:45 AM	N
6	03/13/08	TH	8:12 AM	680 SB	No Incidents	Y	65+mph	N	8:12 AM	Y	No Incidents	8:12 AM	Y
10	03/13/08	TH	7:12 AM	680 NB	No Incidents	Y	65+ mph	N	7:12 AM	Y	No Incidents	7:12 AM	Y
11	03/13/08	TH	7:12 AM	680 NB	No Incidents	Y	65+ mph	N	7:12 AM	Y	No Incidents	7:12 AM	Y
15	03/13/08	TH	7:24 AM	680 NB	No Incidents	Y	65+ mph	N	7:24 AM	Y	No Incidents	7:24 AM	Y
19	03/13/08	TH	12:04 PM	680 SB	Accident after Bernel. Overturned SUV in the center divider. Several emergency vehicles and one police trooper. Slight slowdown to 30-40mph for several seconds. All Lanes are open.	Y	30 - 40mph for several seconds	As of 12:00 PM, there is an Injury Accident, and an overturned vehicle south after Bernel. There is a slowdown between Castelwood Dr & Bernel Rd. Traffic is moving between 30 - 35 mph.	12:17 PM	Y	Incident: CHP: Overturned vehicle & Accident with injuries on I-680 S Southbound before Castelwood Dr (Pleasanton) Left lane and shoulder blocked Expecte delays. Speed 60 or higher	12:04 PM	Y
24	03/13/08	TH	12:01 PM	680 SB	No Incidents	Y	65+	N	12:01 PM	Y	No Incidents	12:01 PM	Y
28	03/13/08	TH	12:33 PM	680 NB	No Incidents	Y	65+mph	N	12:33 PM	Y	No Incidents	12:33 PM	Y
29	03/13/08	TH	12:33 PM	680 NB	No Incidents	Y	65+mph	N	12:33 PM	Y	No Incidents	12:33 PM	Y
33	03/13/08	TH	12:45 PM	680 NB	No Incidents	Y	65+mph	N	12:45 PM	Y	No Incidents	12:45 PM	Y
37	03/13/08	TH	4:59 PM	680 SB	No Incidents	Y	65+mph	N	4:59 PM	Y	No Incidents	4:59 PM	Y
38	03/13/08	TH	5:15 PM	680 SB	Slowdown from Montague to Berryessa. Right lane blocked existing to capitol.	Y	15-30 mph	Slowdown from Montague to N. Capitol. 30-35mph. Slowdown from Hosteler to Berryessa. Traffic Speed 30 - 40mph.	5:15 PM	Y	Slowdown shown on the map	5:15 PM	Y
46	03/13/08	TH	5:37 PM	680 NB	No Incidents	Y	60 +	Y	5:38 AM	Y	Map shows slowdown from 680 & 280 to the next exit. Map also shows slowdown from 237 to Mission Blvd	5:36 PM	N
51	03/13/08	TH	5:49 PM	680 NB	Slowdown from Mission to Washington. Actual traffic speed - 25 -35 mph	Y	25 - 30 mph	Slowdown from Mission to Washingto. Traffic Speed: 25 - 35 mph	5:49 AM	Y	Slowdown shown on the map	5:50 PM	Y
Incident Accuracy										93%			87%
<b>Award Fee Percent</b>													
<b>90.0%</b>													

Incident Accuracy

Sample Description	Date	CHP Media CAD Information	511.org Website Description	511 Phone Information	Speed (from 511.org)	Is the CHP and web information the same?	Is the CHP and phone information the same?	Input w/ 5 minutes?
1	1/4/2008	0851 7:41AM Traffic Collision - Ambulance Responding EB I80 JEO NB SR113 N Solano	Incident: CHP : Severe traffic alert & Accident with injuries on I-80 W Westbound at CA-113 N (Dixon) All lanes temporarily blocked Consider using alternate routes	Y	NA	Y	Y	Y
2	1/4/2008	Incident: CHP : Vehicle fire on US-101 N Northbound after Marsh Rd Right shoulder Affected Expect delays	Incident: CHP : Vehicle fire on US-101 N Northbound after Marsh Rd Right shoulder Affected Expect delays	Y	38	Y	Y	Y
3	1/9/2008	0720 11:08AM Cargo or Hazardous Material Spill SB I880 AT JACKSON ST Oakland	Incident: CHP : Severe traffic alert & Cargo spill & Accident on I-880 S Southbound approaching Marina Blvd (San Leandro) Right lanes closed Consider using alternate routes	Y	3	Y	Y	Y
4	1/10/2008	0626 10:16AM Traffic Hazard - Vehicle SB I880 JSO N 1ST ST San Jose	Incident: CHP : Severe traffic alert & Cargo spill & Disabled truck on I-880 S Southbound past N 1ST St (San Jose) Right lanes blocked Consider using alternate routes	Y	11	Y	Y	Y
5	1/10/2008	0964 1:18PM Traffic Collision - No Details WB I80 JWO CARLSON BLVD Oakland	Incident: CHP : Accident on I-80 E Eastbound after Central Ave (Richmond) Right lane blocked Expect delays	Y	31	Y	Y	Y
6	1/21/2008	0123 1:49AM Possible Fatality NB US101 JSO N FAIR OAKS AV San Jose	Incident: CHP : Severe traffic alert & Accident with injuries on US-101 N Northbound approaching N Fair Oaks Ave (Sunnyvale) Right lanes closed Consider using alternate routes	Y	55	Y	Y	N
7	1/21/2008	0586 10:48AM Traffic Collision - No Details EB I80 JEO ALAMO DR Solano	Incident: CHP : Accident on I-80 E Eastbound past Alamo Dr (Vacaville) Right shoulder Affected Expect delays	Y	60	Y	Y	Y
8	1/21/2008	0590 10:49AM Traffic Collision - Ambulance Responding WB I80 JEO SAN PABLO DAM RD Oakland	Incident: CHP : Severe traffic alert & Accident with injuries & Overturned vehicle on I-80 W Westbound before San Pablo Dam Rd (San Pablo) Center lanes blocked Consider using alternate routes	Y	28	Y	Y	Y
9	1/21/2008	0640 11:17AM Traffic Collision - No Details WB I80 JEO N TEXAS ST Solano	Incident: CHP : Severe traffic alert & Overturned tractor trailer on I-80 W Westbound at N Texas St (Fairfield) Right lanes closed Consider using alternate routes	Y	60	Y	Y	Y
10	1/22/2008	0398 8:04AM Traffic Hazard - Debris/Objects WB SR24 AT PLEASANT HILL RD Contra Costa	Incident: CHP : Debris on CA-24 W Westbound at Pleasant Hill Rd Right lane and entrance ramp Affected Expect delays	Y	19	Y	Y	Y
11	1/24/2008	0384 8:10AM Traffic Hazard - Vehicle SB US101 JNO E 3RD AV Redwood City	Incident: CHP : Disabled vehicle on US-101 S Southbound before E 3RD Ave (San Mateo) 3rd lane from the left blocked Expect delays	Y	19	Y	Y	Y
12	1/24/2008	0693 10:44AM Traffic Collision - No Details WB SR4 JEO NB I680 Contra Costa	Incident: CHP : Accident on CA-4 W Westbound before I-680 N (Martinez) Right lane blocked Expect delays	Y	24	Y	Y	Y
13	1/28/2008	0493 7:50AM Traffic Hazard NB I880 AT HIGH ST Oakland	Incident: CHP : Emergency construction on I-880 N Northbound at High St (Oakland) 3rd lane from the left blocked until further notice	Y	37	Y	Y	Y
14	1/28/2008	0573 8:25AM Traffic Hazard - Debris/Objects SB US101 JNO WILLOW RD Redwood City	Incident: CHP : Obstruction on US-101 S Southbound before Willow Rd (Menlo Park) Left lanes Affected Expect delays	Y	38	Y	Y	Y
15	1/28/2008	0592 8:29AM Traffic Collision - No Details WB I580 JEO COOLIDGE AV Oakland	Incident: CHP : Accident on I-580 W Westbound before Fruitvale Ave Center Divider Affected Expect delays	Y	32	Y	Y	Y
16	1/28/2008	0604 8:33AM Traffic Collision - Property Damage SB I880 JSO MOWRY AV Hayward	Incident: CHP : Accident with property damage only on I-880 S Southbound after Mowry Ave Right shoulder Affected Expect delays	Y	15	Y	Y	Y
17	1/28/2008	Incident: CHP : Severe traffic alert & Spill on I-80 E Eastbound at Redwood Pky (Vallejo) Center lane blocked Consider using alternate routes	Incident: CHP : Severe traffic alert & Spill on I-80 E Eastbound at Redwood Pky (Vallejo) Center lane blocked Consider using alternate routes	Y	37	Y	Y	Y
18	1/29/2008	0385 7:49AM Traffic Collision - Property Damage SB US101 AT HOLLY ST Redwood City	Incident: CHP : Two vehicle accident on US-101 S Southbound at Holly St Expect delays	Y	37	Y	Y	Y
19	1/29/2008	0416 8:06AM Traffic Collision - Property Damage WB I80 JWO SR4 Contra Costa	Incident: CHP : Two vehicle accident on CA-4 W Westbound after Bailey Rd (Pittsburg) Right shoulder blocked Expect delays	Y	32	Y	Y	Y
20	1/29/2008	0997 1:49PM Traffic Collision - Minor Injuries NB US101 JNO MAPLE ST Redwood City	Incident: CHP : Severe traffic alert & Overturned tractor trailer & Accident with injuries on US-101 N Northbound before Whipple Ave (Redwood City) All lanes closed Traffic is being diverted	Y	0	Y	Y	Y
<b>20</b>		<b>Sample Size</b>		<b>Percent Correct</b>		<b>100%</b>	<b>100%</b>	<b>95%</b>
				<b>Weighting Factor</b>		<b>40%</b>	<b>40%</b>	<b>20%</b>
				<b>Weighted Value</b>		<b>40.0%</b>	<b>40.0%</b>	<b>19.0%</b>
								<b>Award Fee Value</b>
								<b>99.0%</b>

**Post-Audit**

Date: 1/4/2008  
 Title (Location and Incident Description): Closure of Richmond/San Rafael Bridge  
 4 of 4 Lanes Blocked (100% of lanes)  
 Incident Start Time: 8:48 AM  
 Incident End Time: 10:43 AM  
 Incident Duration: 1:55

Completed?	Task	
<b>MAJOR TRAFFIC INCIDENTS</b>		
Y	Did Operator inform Supervisor or Operations Manager when a Sigalert was issued within 5 minutes of learning about the alert?	
Y	Was a decision made as to if the "Always Play" feature should be activated?	
Y	If "yes", was the decision acted on?	
Y	Did Supervisor decide a floodgate message should be recorded and placed on the system?	
Y	If "yes", did the Operator record the appropriate floodgate?	
Y	Did the operator ensure the floodgate was playing in the correct location of the 511 menu?	
Y	Did the operator log the floodgate into the floodgate log?	
Y	Did the operator or supervisor enter the Major incidents in the 511 Major Incident Log? If "yes", check the following that were entered:	
Y	Date	
Y	Roadway involved	
Y	Direction	
Y	CAD Log Number	
Y	Relevant details of incident (type of incident, lanes blocked, etc.)	
Y	Note if Floodgate was used	
Y	Time incident first started	
Y	Time incident cleared	
Y	If a main menu floodgate was activated, did the operator place a short message in the 511.org Alerts Ticker?	
Y	Did the message include the ability to "link" to additional information?	
Y	Did the Supervisor decide if the incident should be noted in the "Traffic Messages" section of the traffic.511.org website?	
Y	If "yes", did the incident noted in the "Traffic Messages" section of traffic.511.org?	Score
Y	Was the 511.org alert tracked in a special log?	100%

Date: 1/4/2008  
 Title (Location and Incident Description): Muni Service disruptions  
 Incident Start Time: 3:30 PM  
 Incident End Time: 11:59 PM  
 Incident Duration: 8:29

Completed?	Task	
<b>MAJOR TRANSIT INCIDENTS</b>		
Y	Were the Operators making beat check calls to transit agencies per their scheduled call list?	
NA	If applicable, did the operators respond to the BART pager alert?	
Y	Did the operators inform the Supervisor or Operations Manager of the transit delay?	
Y	Did the Supervisor or Operations Manager approve a floodgate message?	
Y	If "yes", did the operator record the correct floodgate message?	Score
Y	If "yes", did the operator place the floodgate at the proper 511 menu?	100%

<b>AVERAGE SCORE</b>	<b>100.0%</b>
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